

Michigan LEGWORK

Department of Labor & Economic Growth

October 2004

Department's MiTAPS Program Showcased at News Event

GOVERNOR JENNIFER M. GRANHOLM ON AUGUST 24 showcased Michigan's new online permitting programs that are cutting red tape and helping Michigan businesses process and receive state permits in record time.

Joining the Governor for the news conference were Department of Labor and Economic Growth (DLEG) Director David C. Hollister, Department of Environmental Quality (DEQ) Director Steve Chester, and Department of Information Technology (DIT) Director Teri Takai.

"These first of a kind, streamlined permitting programs are helping to grow Michigan's economy by removing barriers that businesses face when they do business with the state," the Governor said. "Both MiTAPS and PLEDGE allow us to create a better business environment in Michigan — encouraging the retention of existing jobs and the creation of new ones."

The Michigan Timely Application & Permit Service (MiTAPS) is a Web-based, one-stop shop open 24 hours a day, seven days a week, for businesses to apply for a host of permits from state agencies.

DLEG's Bureau of Construction Codes & Fire Safety administers the MiTAPS program.

"We are proud to say that Michigan is the first state in the nation to offer such a system," Director Hollister said, pointing out that MiTAPS will benefit a wide range of customers, including municipalities, businesses, construction trades and consumers.

Since its silent launch earlier this summer, there have been more than 19,000 hits to the <http://www.michigan.gov/mitaps> Web site, including 90 registered users and more than 2,300 visits to the Apply for Permits section.

Promoting Leadership in Environmental Decision-making to Grow our Economy (PLEDGE) is a two-year pilot program designed to ensure timely issuance of environmentally sound air quality permits for major manufacturing facilities.

Up to five projects per year will be considered eligible for PLEDGE. Participation requires a commitment by the DEQ and the applicant to participate in a cooperative, transparent manner.

The benefits of PLEDGE include the use of project teams to ensure prompt review and turnaround time, early involvement and



Bureau of Construction Codes & Fire Safety Director Henry Green, who is the program director for MiTAPS, is interviewed by a television station at the August 24 news conference.

education of the public. Businesses will receive permits in fewer than 100 days, compared with the 18 months it has taken in the past.

The three department directors stressed that close cooperation among state agencies and hard work by a number of committed state employees enabled Michigan to develop these programs in record time. It took just over six months for Michigan to streamline and consolidate the permitting process across all areas of state government.



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A Message from the Director

I am pleased to announce the launch of the new Michigan Department of Labor & Economic Growth intranet Web site at <http://connect.michigan.gov/dleg>. I wanted to give you an overview of what you can expect to find on the site and why it's so important to check it on a daily basis. Please save this information to help you better explore the site. You should have received your password last month.

First, let me say thank you to the team at the Department of Information Technology for making this intranet a reality. We are pleased to be one of the first departments to launch this new and improved intranet, which will be used as a model for other state departments that will be going online in the future.

Thanks to this partnership, DLEG employees now have one Web site to share information, photos and ideas. This is a major accomplishment toward improving internal communication as part of our Visions & Values plan and Gov. Granholm's efforts to communicate more effectively with state employees.

While the DLEG Internet <http://www.michigan.gov/dleg> is our Web site to share information with Michigan citizens and our customers, think of this intranet site as yours to use and enjoy. Here is an overview of some of the tabs you'll find:

Home Page — You'll get the latest DLEG news and updates, including press releases, newsletters, links to Gongwer and MIRS, and messages from Gov. Granholm and me. Use this page to give us your ideas through DLEG polls and a suggestion box. We'll also share candid photos of DLEG employees.

Director's Office — Meet the staff of the DLEG executive office, send "A Note to the Director," and nominate a peer for "A Special Delivery from the Director."

Inside DLEG — This section contains forms and information from the Financial & Administrative Services Team (FAST), Media, and Office of Human Resources.

Employee Directory — Here you will find an Information Directory to help route phone calls to the correct agency, an Employee Directory to contact your peers in state government, and DLEG agency contact information.

Team Rooms — Another great feature of the intranet is the ability to create "team rooms." These are secure areas where project teams from various departments can collectively and privately share documents and collaborate via discussion boards on specific projects.

Since our new DLEG intranet is being used as a prototype for state government, technical issues may arise from time to time. I urge you to be patient while our team resolves such issues. For information about how to use the site or a team room, go to the Help page and review the "Quick Guide to Intranet" document. For login problems, please contact ohrinfo@michigan.gov. For technical issues contact DITService@michigan.gov

If you have any ideas on what you would like to see on the intranet (e.g., suggested links, publications, survey question ideas), send me a message using the suggestion box. I'll be waiting to hear from you.

In closing, I express my sorrow at the recent passing of two departmental employees. Bette Clark with MIOASHA died July 29, and Rod Koivisto with MRS passed away September 5. Bette and Rod were born in the same year, 1950. I share the sadness that is being felt by their families, friends, and co-workers at losing Bette and Rod long before we thought we would have to say goodbye.

Sincerely,



David C. Hollister



Michigan LEGWORK

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MCTI's New Lakefront Pavilion Will Be Dedicated November 8

Gov. Jennifer M. Granholm is expected to make her first visit to DLEG's Michigan Career & Technical Institute (MCTI) on Monday, Nov. 8, to officially dedicate the school's new history and recreation pavilion.

The newly constructed pavilion graces the shores of Pine Lake on the Barry County campus. The building will house photographs and artifacts tracing the school's history and will also serve as a recreational facility for students.

State Rep. Alexander Lipsey of Kalamazoo, DLEG Director David C. Hollister, Deputy Director Dennis Sykes, and Michigan Rehabilitation Services State Director Jaye N. Balthazar will join the governor in the ribbon-cutting ceremony.

MCTI Director Dennis Hart said the dedication ceremony coincides with MCTI's 60th anniversary.

"MCTI has been providing job training for adults with disabilities since 1944, when the W.K. Kellogg Foundation leased the Pine Lake property to the state of Michigan," he said. "The school began as a vocational training facility for

disabled veterans of World War II, a history* we are proud to share with visitors."

A long-time friend of MCTI, the Kellogg Foundation donated \$35,000 toward construction of the pavilion. Other funding was raised by the Pine Lake Fund, a non-profit organization whose mission is to support MCTI. Students and staff have volunteered their time to building the structure.

MCTI offers training in 13 career areas as well as a wide range of social and support services. For more information, call toll-free (877) 901-7360 (voice/TTY).

**In 1947, the Kellogg Foundation conveyed the property to the state with the stipulation that the facilities remain a training and rehabilitation center.*



The MCTI campus is located on the shores of Pine Lake, affording students recreational activities such as swimming, fishing, boating and canoeing.

Department Loses Two Valued Employees

Bette L. Clark

Bette L. Clark, a secretary with the Appeals Division, Michigan Occupational Safety and Health Administration (MIOSHA), passed away July 29. She was born March 16, 1950, in Howell and was a resident of Lansing at the time of her passing. Bette came to the Appeals Division in 1998 from MIOSHA's Corporations and Securities Division. She served as secretary to the division chief and staff. Her primary responsibilities included typing settlement agreements, scheduling formal hearings, and typing various reports for the division chief. Surviving Bette are her daughters Erika Lynne Clark, Kristen Michelle Dole, and Corey Travis Clark, grandson Gaven Emery Dole, brother Gary Raddatz, three nieces and one nephew. Her passing has left a tremendous void within the Appeals Division and she will be sadly missed.

Rodney E. Koivisto

Rodney E. "Rod" Koivisto, a Michigan Rehabilitation Services (MRS) counselor serving Gogebic and Ontonagon counties, passed away Sept. 5. He was born Oct. 4, 1950, in Mullan, Idaho, and moved with his family to Ironwood at the age of 2. He earned an associate's degree from Gogebic Community College and graduated from Michigan State University with a bachelor's degree in psychology. He also held a master's degree in rehabilitation counseling from the University of Michigan. Prior to his work with MRS, Rod was a counselor for Community Mental Health in Bessemer. He enjoyed golf, hunting, fishing, reading, and playing guitar. He is survived by his wife, Patti, daughters Carly and Katie, and sister Kathleen Bulinski. The staff of the Upper Peninsula MRS office ask that Rod's family be kept in your thoughts and prayers.

Rehabilitation Staff and Customers Honored at Small Business Banquet

Three Department of Labor & Economic Growth (DLEG) employees were among the award recipients at the third annual Small Business Recognition Awards Banquet held Sept. 3 in Lansing.

The event is sponsored by Michigan Rehabilitation Services (MRS) and the Michigan Commission for the Blind (MCB) to celebrate the achievements of small business owners with disabilities and the services provided by human service professionals who support their endeavors.

- ★ Joann Woodward, MCB rehabilitation counselor in Detroit, was presented with the MCB Employee Award for conducting research and developing agency policies and procedures for the establishment of small businesses.
- ★ Lorna Boes, MRS rehabilitation counselor in Kalamazoo, received the Small Business Champion of the Year Award for her skill in identifying community resources and helping customers do the necessary research before a business plan is considered.
- ★ Susie Sedell, MRS administrative support, Central Office, Lansing, was presented with the Small Business Internal Resource Award for consulting effectively with MRS field offices, customers and community small business resources on MRS's small business procedures.

Adam Lesh, owner of Ashley Automotive in Auburn, was named Small Business Owner of the Year.

Adam, who has quadriplegia, was injured in 1987 while diving into a backyard pool. At the time of his injury, he was a mechanic. Following rehabilitation, he worked at several jobs, but had a dream to own his own auto repair shop. That dream became a reality in February 1998, when he opened Ashley Automotive. He now employs six individuals, two of whom have disabilities. Also receiving awards at the event were:

- ★ Linda Ackerman, owner of Play-2-Learn Daycare in Fremont, MCB Consumer Entrepreneur Award, for developing a fully functional day care center.
- ★ Marva Ways, independent consultant, disability rights specialist, and motivational speaker, Inkster, Small Business Development Lifetime Achievement Award, also known as the "Heidi Van Arnhem Award," for embodying the essence of independent living through numerous achievements.
- ★ Rick Weir, business consultant, MicroEnterprise Works, Ann Arbor Center for Independent Living, Small Business External Resource Award, for bringing a reality-based perspective to his customers on what is involved in starting and operating a small business.
- ★ Ann Arbor Center for Independent Living, MRS Director's Award, for advancing small business entrepreneurship as a meaningful vocation for people with disabilities.

DLEG Director David C. Hollister, one of the principal speakers at the event, thanked the successful small business owners for placing their confidence and trust in MRS and MCB staff, and commended the staff for their outstanding work "in guiding people toward success in business."

The director also announced that DLEG will serve as the model accessibility agency for other departments in Michigan state government.

"We will assure that meetings, training sessions, workshops, conferences, public hearings, branch offices, publications and Web sites are accessible," he said. "There are not two Michigans. There is just one Michigan, and it's for all of our citizens. It is my commitment to you that we're going to have the most accessible state government in the union."



Joann Woodward accepts the Employee Award from Leamon Jones, consumer services director, Michigan Commission for the Blind.



Jim Bunton, co-chair of the awards program and MRS small business consultant, presents Lorna Boes with the Champion Award.



Susie Sedell (left) accepts the Internal Resource Award from Bettie Shaw-Henderson, deputy director, Michigan Rehabilitation Services.

People on the Move

DLEG is pleased to welcome five new staff members: **Erin Ward**, office receptionist with the Funds Administration, Workers' Compensation Agency, previously with the Department of Corrections; **Corey Jones**, regulation agent on the enforcement team in the Detroit Regional Office, Commercial Services, previously with the Department of Corrections; and **Todd Morgan**, financial analyst, Central Office, Michigan Rehabilitation Services, previously with the Department of Community Health.

Also, **Janet Johnson**, rehabilitation counselor/teacher, Gaylord, Michigan Commission for the Blind (MCB), previously a contractual counselor in Escanaba and Lansing; and **Jennifer Welch**, rehabilitation teacher, Escanaba, MCB, formerly a contractual teacher in Escanaba.

Congratulations to **Lisa Marchione**, who has been promoted to rehabilitation teacher, Lansing Regional Office, MCB. Lisa was formerly a rehabilitation counselor in the Lansing Regional Office.

Best wishes to **Paul Aiken**, who has joined the Consultation Education & Training Division, Michigan Occupational Safety and Health Administration (MIOSHA) in Saginaw, where he will be responsible for 20 counties in central and north-eastern Michigan. Paul had been an industrial hygienist with the Lansing office for the past four years, enforcing MIOSHA regulations.

Congratulations to **Dennis Collins**, Construction Safety & Health Division, MIOSHA, who has been reallocated to senior safety officer. Dennis has been with MIOSHA since 2001. He is assigned to Kent County.

Best wishes go to **Shannon Matsu-moto**, formerly with MIOSHA Administration, who has accepted an analyst trainee position in the Bureau of Construction Codes & Fire Safety.

Happy retirement wishes to **Ardith Gloden**, who retired from state government after 15 years of service. Ardith had served as the Workers' Compensation Agency's Funds Administration assessment coordinator since 1991. **Valerie Hart**, a Funds accountant for many years, has taken over the assessment coordinator duties.

Best wishes go to **Julie O'Brien**, staff development manager, Michigan Rehabilitation Services, who left in September. Julie will be taking coursework to earn a surgical assistant's certificate.

Julie Petrick has resigned from the Michigan Employment Security Board of Review. She had represented employee interests while a member of the board.



Erin Ward



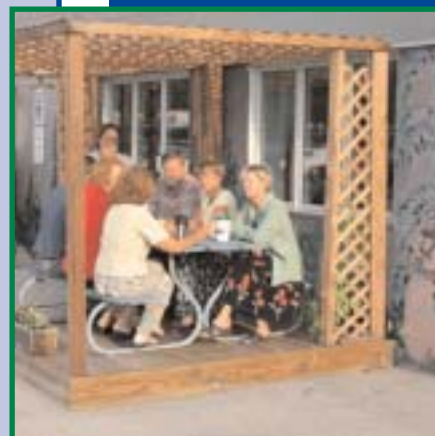
Gazebo Gets Spruce Up by Traverse City Staff

The annual gazebo clean-up was recently performed at the Northwest Michigan Works! Service Center in Traverse City. The structure is used as a breakout site for training sessions (weather permitting) and offers an alternative site for work breaks and the lunch hour.

Staff from both ESA and Michigan Works! undertook the annual task of power washing and sealing the 8-foot by 16-foot recycled redwood structure.

Leading the gazebo "work bee" was Employment Service Agency (ESA) Veterans Employment Representative Don Clover.

The gazebo supports a picnic table, flower boxes, and a trellis with climbing morning glories. The backdrop (wall) depicts a floral/garden scene, which showcases the artistic talents of one of the Michigan Works! staff members.



Seated in the spruced-up gazebo, clockwise from 7 o'clock, are Chris Palmer, Pam Sinkule, Kevin Benson, Janie Schagel, Greg Hickey, Jane Sage and Carla Burns.

What's in a Name? Plenty, Says Director of Disability Agency

**We hear and read these expressions every day
on TV and in the newspapers:**

“birth defect”

“confined to a wheelchair”

“stroke victim”

Are they appropriate? Or are they hurtful?

ACCORDING TO DUNCAN WYETH, executive director of DLEG's Michigan Commission on Disability Concerns (MCDC), these terms and others like them “paint a picture of incapacity and inability when used to describe people with disabilities. Fortunately, we have the opportunity to change the way people with disabilities are viewed.”

MCDC this month is reprinting its popular brochure “What's in a Name” to give people both in and out of state government a list of acceptable terms to use when writing and speaking about people with disabilities.

“The main idea we try to get across is the concept of ‘people-first’ language,” Duncan said. “An example would be to say ‘person with a disability’ instead of ‘disabled person.’ Placing the person first acknowledges that the person is more important than the disability.”

Here's a sampling of inappropriate terms used in referring to people with disabilities and their appropriate alternatives:

Inappropriate

confined to a wheelchairperson who uses a wheelchair, wheelchair user
stroke victimperson who has had a stroke
birth defectcongenital disability
midgetperson of short stature, little person, dwarf
blinkperson who is blind, person with a visual impairment
crippleperson who uses crutches (or cane or other mobility device)
retardperson with mental retardation, person with a cognitive disability
mongoloidperson with Down syndrome
deaf muteperson who is deaf or hard of hearing
mental deviantperson with mental illness or disability

Appropriate

“The important point is that we should emphasize people, not labels,” Duncan said. “This approach promotes independence rather than dependence, abilities rather than disabilities. Using appropriate language can help put an end to discrimination based on myths.”

UIA Earns Top Award from Red Cross

The Southeastern Michigan Chapter of the American Red Cross awarded a Platinum Sponsor Award for 2004 to the Unemployment Insurance Agency. The award recognizes the agency for its consistency in meeting its blood drive goals as measured by the number of appointments and amount of blood collected.

UIA holds blood drives twice a year at Cadillac Place in Detroit—in January and July.

Valerie Congdon, who coordinates the blood drives for UIA at Cadillac Place, said agency staff have been very supportive. In 2004, the two drives resulted in 80 units of blood collected, helping 228 area patients.

“The Platinum Award is the top honor,” Valerie said. “UIA is right up there with some of the larger organizations in the Detroit area.” In 2003, the agency received a bronze award.

Valerie Congdon displays the Platinum Sponsor Award.



It'll Never Happen To Me

By Martin D. Alexander, CHS-III

All too often, we ignore warnings. We think, "It'll never happen to me." But bad things do happen, if not to you, then to those around you. We all know Murphy's Law. When you least expect it, the world seems to crash, and the prospect of individual resourcefulness becomes the most important thing in one's life at that time.

Fires devastate thousands of acres in California; people flee; many are left homeless. Three back-to-back hurricanes (Charley, Frances and Ivan) devastate Florida. The severity of Frances caused the mandatory evacuation of 2 million people. Upon their return, they found supply routes disrupted, no electricity, scarce food and water, and limited police and medical services. Some people who evacuated had not yet returned, hence many stores and facilities remained closed, further exacerbating the shortages.

A personal or family preparation kit for emergencies would seem to be a godsend to many. If you do not have one and need help, a pre-made kit can be ordered from the online store of the American Red Cross, located at <http://www.redcross.org>. Often, people add to the basic pack of food, water and first aid kit.

We have a different storm now. There is a threat that weapons of mass destruction may fall into the hands of those who are intent on conducting a war of terror against the United States. It is our biggest national fear. We are being warned of this threat repeatedly and encouraged to be ready. An example of this warning can be located at <http://www.dhs.gov/dhspublic/index.jsp>

There are lower-level forms of terrorism. In Russia, for example, more than a thousand teachers, children and parents were held hostage at a

school in early September. More than 300 of them were killed within days. It could just as easily happen near you at a school, shopping mall or office building. Aside from the violence, security efforts in response cause disruptions. Neighborhoods may be cordoned off. Businesses may close and commodities become scarce. Your planned trip to the market or pharmacy just got cancelled. You're out of luck.

Be vigilant. Secretary of Homeland Security Tom Ridge encourages us to "think analytically about those things that could be exploited in the future." The concept of homeland security is not one that is micromanaged by the federal government, but one where protection is a priority at every level of state and local government and of businesses, schools, neighborhoods, and the individual. It really starts with you and goes up: secure households equal a secure community, secure communities equal a secure state, and secure states equal a secure nation.

It's better to be prepared, even if nothing happens, than to have something happen and not be prepared. It is our individual responsibility to be prepared, to survive unassisted for 72 hours at a minimum. Those in leadership positions might want to help the key people under their supervision to prepare, then encourage and lead them to prepare those under their supervision. Likewise, become the leaders in your neighborhoods and families.

September 30, 2004, marked the end of the first annual "National Preparedness Month." I'm sorry to say that it appears most people seemed to be unaware of this program. Each of us must do our part to get the word out about preparedness to as many people as possible.



Martin (Marty) D. Alexander is a district supervisor at the Lansing District Office of the Michigan Liquor Control Commission Enforcement Division. A member of the American College of Forensic Examiners International (ACFEI), he is certified in Homeland Security at the highest level (III) by the ACFEI.

Meet Governor Granholm's Running Mate

A unique Michigan tradition — the Annual Walk across the Mackinac Bridge on Labor Day — held a special significance this year for Janice Edwards, an Employment Service interviewer at Employment Central in Detroit.

Janice was one of 300 Michiganders selected in a lottery to join Gov. Jennifer M. Granholm Labor Day in the first annual Mackinac Bridge Fun Run. It was sponsored by the Governor's Council on Physical Fitness, Health and Sports.

"It was a great time, and I finished the five-mile stretch in 52 minutes!" Janice said.

Janice has been a member of Powerhouse Gym for the past eight years and began running about four years ago. She completed the Free Press/Flagstar Bank Marathon in 2002, running 20 miles and walking the last sixth. She also completed the Free Press/Flagstar Bank ½ Marathon in 2003 and the Ann Arbor Run this past summer.



Janice Edwards poses with Gov. Granholm.

What's Cool at DLEG

Wage & Hour Services More Convenient for Public

The Wage & Hour Division is putting its services within closer reach of the public by offering telephone and walk-in service in the Detroit metropolitan area and mid-Michigan and by stationing a program investigator in the Upper Peninsula.

“Our Detroit-area office provides phone assistance as well as face-to-face help for those who have questions about our wage and hour programs,” Wage & Hour Director Jack Finn said. “While our mid-Michigan office has always offered help by phone, we’ve expanded the service to work with walk-in customers. Both locations are staffed by program investigators, who are available weekdays from 8:00 a.m. to 5:00 p.m.”

To serve workers and employers in the Detroit area, the division is sharing space at an Unemployment Insurance Agency office in Livonia. “The office makes our services much more convenient and accessible to the state’s largest concentration of workers and employers,” Finn noted.

The Detroit-area Wage & Hour office is at 33523 W. Eight Mile Rd. in Livonia. The mid-Michigan office is at 7150 Harris Drive, General Office Building, Secondary Complex, in Dimondale, a suburb of Lansing.

In addition, the division has based an investigator in the Upper Peninsula to cover the entire region as well as part of the northern Lower Peninsula.

Investigators enforce and look into potential violations of state wage and hour laws, such as those that govern the payment of wages and benefits, minimum wage and overtime, youth employment and prevailing wage.

From October 1, 2003, through June 30, 2004, the division established nearly \$2.3 million in penalties because of violations to the prevailing wage, minimum wage, and payment of wages and fringe benefit laws.

Some of the more common issues Wage & Hour investigators look into include workers being underpaid, workers not receiving a paycheck, and potential violations of the state’s prevailing wage.

Unemployment Insurance Agency Receives National Award

The Unemployment Insurance Agency (UIA) has garnered another award.

The latest award — from the National Association of State Chief Information Officers (NASCIO) — recognizes the agency’s electronic claims filing programs.

UIA was a winner in NASCIO’s 2004 Recognition Awards for Outstanding Achievement in the Field of Information Technology in the category of digital government — government to citizen.

The award was presented jointly to UIA and the Department of Information Technology at the association’s national conference in New Orleans. John Henige, manager of UIA’s UI Tech and Data Control Section, represented the agency at the awards ceremony.

Through its electronic claims filing programs, UIA now takes in most unemployment claims by telephone and through the Internet.

In recent months, UIA has earned awards from the Detroit Chamber of Commerce and the FileNet Corporation.



A Special Delivery for Arleen Platte

Arleen Platte, administrative assistant to the commissioners and personnel liaison, Liquor Control Commission, has received a Special Delivery from the Director for her outstanding attitude.

Angela Bunker, a departmental analyst, nominated Arleen for the award, stating: "Attitude. Attitude. Attitude! Arleen is one of the smartest, funniest, nicest staff members at the Michigan Liquor Control Commission. She takes on new projects with a smile (right now she is our new personnel liaison, and is busily doing interviews and lots of paperwork!) and helps both external customers and internal ones by answering questions and directing traffic to the appropriate area. Arleen is also the administrative assistant to the MLCC commissioners, which keeps her hopping due to the statewide nature of our commissioners' business.

"The reason for this nomination, though, is based on my personal interaction with Arleen as one of the MLCC Action Plan Ambassadors. We worked very hard on the action plan, setting some of our usual work projects aside and spending extra hours catching up on more routine tasks at a later time, only to lose a significant portion of the plan when selecting the 'submit' option to send it off to DLEG for review. The team quickly tried to recreate the wording that went into the section that was lost, and Arleen set out to retype the work. We made the deadline for submission with only minutes to spare — whew! Last but not least, this gal deserves a special delivery because in addition to her many accomplishments at the Liquor Commission, she is mom to three gorgeous little girls! She does it all!"

Congratulations to Arleen!



Celebrating with Arleen Platte (center) are (l. to r.) Commissioner Pat Gagliardi, Angela Bunker, Commissioner Judy Allen, and Chairperson Nida Samona.

Carol Parrish Committed to Excellence

Carol Parrish, a lead worker at the Unemployment Insurance Agency's (UIA) Saginaw Remote Initial Claims Center (RICC), was nominated for a Special Delivery from the Director by co-worker Cheryl Davis, an unemployment insurance examiner.

Cheryl started forming a high opinion of Carol when they worked together for about seven months at UIA's former Saginaw branch office. Carol was the lead worker who supervised the office. "She made a good impression on me and everybody," Cheryl said. "We thought of her as our hero." While the two now work in different areas at the Saginaw RICC, Cheryl values Carol's knowledge and helpfulness and still seeks out her advice.

In nominating Carol, Cheryl wrote: "The reason I am nominating Carol Parrish is because she is a very knowledgeable person. She doesn't take her job lightly. She performs her job every day with the same commitment to excellence. She has an 'open door' policy. At one time, we worked very close. She was always there to assist me in any way that she could. Now, we are no longer in that close-knit community, but she remains the same — willing to instruct, assist, and teach. I love the fact that she challenges me. Her challenges have helped me to become more confident, making me a more valuable employee. She's not only like that with me, but she is the same with everyone. I admire Carol for her commitment to doing her best in all situations. Carol, you are my HERO. I love you."

Congratulations to Carol!



Carol Parrish holds her Special Delivery goodie bag. Sharing in the moment (l. to r.) are Donna Vogel, operations director; Robert Zaborowski, Saginaw RICC director; Vico Botello, team manager; and Cheryl Davis.

'Special Delivery from the Director'

I would like to nominate the following staff member to receive a
'Great Job' acknowledgement from Director Hollister



Name of Nominee	Submitted By
Office/Bureau	Classification
Telephone	Office Location

The reason I am nominating this person:

Bureau/Office Director	Date

Bureau/Office Director: Please sign and return to DLEG Media & Public Relations,
Ottawa Bldg., 4th Floor, Lansing 48909 - Fax: 517-241-1580

National Guardsman Jon Goke Being Deployed to Iraq

Jon Goke, a financial analyst with Internal Auditing and Monitoring and a sergeant with the Michigan National Guard, 1st Battalion, 119th Field Artillery in Lansing, is being deployed to Iraq.

"I will be leaving for Fort Dix, New Jersey, on October 4 for 75 days of training," Jon said. "From there, we will be going to Kuwait for acclimation and briefings for 30 days. Then we will be moving into Iraq. We are being trained as MPs for this mission. This assignment is scheduled to last from 12 to 18 months. The mission for our unit as we know it is either guarding supply routes or working with the prisons."

Because Jon's assignment will be specific to administration, he will have access to Groupwise. "Everyone is welcome and encouraged to send e-mails," he said. "I should have time periodically to respond."

Jon has worked for the state of Michigan for the past 14 years.

His e-mail address is Gokej1@michigan.gov. We wish him Godspeed.



Jon Goke

If You Have a Loved One in the Service ...

A poster featuring photographs of DLEG employees in the military and employee family members in the military is being designed by Graphic Artist Jim Kremer in Media & Public Relations. Please send photos, including name of individual, branch of service, name and job title of employee, and relationship to employee to: KremerJ@michigan.gov or to Jim at the Ottawa Building, 4th floor. Copies of the poster will be distributed throughout the department and made available to interested persons.

MCB Works to Make Latest Technology in Hospitality Industry Accessible to Blind People

By Fred Wurtzel, Program Administrator
Business Enterprise Program, Michigan Commission for the Blind

Technology is an important factor today in both employment and the activities of daily life, and the Michigan Commission for the Blind (MCB) is working to make today's newest technology accessible to people who are blind.

As one example of MCB's activities, you may have noticed the MCB cafeterias and refreshment stands throughout our state government buildings and elsewhere. The Randolph-Sheppard program, begun in 1936 as a candy and tobacco stand program in post offices and other public buildings, was the first federal employment program for persons with disabilities. It has created as many as 4,000 jobs for blind people in our nation, though the number has slipped in recent times.

The program has grown to where some blind people are operating major franchise restaurants, feeding thousands of soldiers in military dining halls, and refreshing millions of travelers along America's thousands of miles of interstate highways. Here in Michigan, we're working to make the latest technology of the hospitality industry accessible to people who are blind.

What is this technology? For example, Frito-Lay drivers send every order directly to Texas, where it is compiled with all other orders for the day and production is set for the next day.

Modern vending machines are highly computerized. The Model AP 223 coffee machine, which we are currently buying for our fleet of more than 2,000 vending machines, has 15 selections of coffee, hot chocolate and flavored coffee in two sizes, with light or strong brews, with or without cream and sugar, and all at the touch of a button or two.

Credit cards can be used in the newest vending machines, and we are experimenting with these machines in Michigan. The machines also make a large amount of data available to the operator online by sending the data over the same phone line used for credit card verification. The operator can monitor sales, equipment failures and vandalism via the Internet with a talking computer. It is not necessary any longer for machines to be malfunctioning for an entire day, and if the most popular item runs out, the operator can immediately replace it.

However, no one is calling us and asking us how these technologies can be made more useful

to people who are blind. There is very little activity in the manufacturing sector to routinely include accessibility into product design, and many times, when such thinking does take place, it is well intentioned but doesn't have the intended practical result.

There are no training classes set up at CompUSA to teach blind people to use computers with speech and Braille, and adaptive software is extremely expensive when compared to most consumer software. Adaptive software may cost more than a computer, and a Braille display may cost 10 times more than a computer video monitor.

To be useful to blind people in the hospitality industry, these wonderful technologies must be accessible, and blind business owners must understand how to use them. There must be a research and development effort linked with state-of-the-art training to most effectively accomplish these outcomes.

One might wonder, with a 60 to 70 percent unemployment rate among working-age blind people, how these obstacles are overcome. This is where the public vocational rehabilitation program for people who are blind comes into play. It is only with the resources of these state/federal collaborations that most blind people will have any opportunity to use the incredible technology around us to gain first-class citizenship.

The Michigan Commission for the Blind, as an agency, has an obligation to seek out, develop and deploy technology to enable blind people to take our rightful places in society, and to bridge the access gaps that exist due to lack of public awareness.

The MCB Technology Design Team has been working on this matter for a few years now, working with the Department of Management and Budget to develop a plan for a state-of-the-art technology training center. The center and its services are still in the planning stages, but we will keep you informed of our progress through communication channels such as this newsletter. Stay tuned. Our goal is to determine how we can use technology to make Michigan the best place to live as a blind person.



We Get Letters ... and E-Mails!

Rose Marie Harrell, a counselor at the Detroit Grand River office of Michigan Rehabilitation Services (MRS), is complimented in this letter: "I'm writing this note to express my sincere gratitude to MRS and even more to Ms. Rose Marie

Harrell, who demonstrated a sincere investment in my case. I will be forever grateful. In closing, only God knows what the future has in store for me! However, I know without MRS or Ms. Harrell, I wouldn't have had much of a future."

Two letters were sent recently to **Sheryll Brooks**, manager of the MRS Monroe office: "**Rochelle Johnson** was helpful with my needs. She

did a fine job for me and it was a joy to work with her. She gave me 100 percent and I am thankful for that and for the services that MRS gave to me."

And: "Around March I had a dilemma because I could only afford one hearing aid. This was a real problem because I teach second grade and some of the students speak very quietly and were impossible to hear. My audiologist insisted I needed two, and I explained that I have two kids in college and a disabled husband. Even paying for one was a hardship. I was referred to Ms. **Mary Huffman**. The service I received was dignified, timely and exemplary. When Ms. Huffman found out I was a teacher in Livonia, she went out of her way to

come to a nearby office to work with me on my lunch hour. I would have had to take time off work otherwise. As soon as the paperwork was completed, the order went in, and a week later I received my hearing aid. Wow! It has really improved my world. I want to bring the service I received from Ms. Huffman to your attention because I feel she was wonderful and an asset to your organization. I am also so grateful for this grant which has made a tremendous improvement in my life."

Jennie Tunnell, manager of the MRS Macomb County District, received these two notes: "I want to send special thanks to **Katie Sheen**

[counselor at the Clinton Township office] for everything she did for my father and me. She was very helpful and understanding in my time of need."

And: "**Joe Skupin** [counselor at the Clinton Township office] was excellent to work with. He was honest and true to his word. He always returned my calls and did what he said he would do. If there were delays, he called to explain them. He explained each step in the process and made

sure I understood. Joe was very helpful and always courteous. Thank you for providing this service to me. I really appreciate it. So often when you get involved with government services, there can be hassles and 'red tape,' but not so with Joe. Everything went smoothly."

Al Jackson, Office Automation instructor at the Michigan Career & Technical Institute (MCTI), received this letter from a former student: "I am still with Sentinel, almost an entire year now. Within the last year I have become Driecway certified, HP Workstation, desktop, and Thin Client certified, have worked with many new wireless technologies such as PSC Falcon (a wireless bar code to AS400 reader), Cisco 1300 & 1400 access points, and many, many other interesting projects. Last week I was working with my manager to point Cisco Point-to-Point wireless bridges across the suburbs of Chicago. This morning I was off to help troubleshoot some problems that a rather large power company was having with some machines,

working with one of their head people from Milwaukee. He was very impressed with my abilities as he had spent the better part of last night and this morning trying to do what I was able to accomplish. I own my own house across the street from the office in my hometown. I'm not trying to brag at all, but I have come from someone unable to attend a whole week consecutive in high school to where I am now, and I feel that MCTI and its services deserve much credit for my accomplishment, from the instructors to the support staff (counselors and medical services), who were able to help me learn to manage my disability and enable me to reach a potential I would have never thought possible."

Staff members of the **Enforcement Division**, Commercial Services, were praised in an e-mail from Assistant Attorney General Michael Lockman, who wrote: "Please accept my compliments on the noticeable improvement in the substantive quality of the information/investigative reports, etc., in the

files that you have been forwarding here for representation at contested case hearings. I do not mean simply to refer to the mechanical improvement of attaching documents, which are referenced in the formal complaint, but to the overall quality in the product."

Michelle Stevens, Real Estate Licensing Unit, Commercial Services, received a compliment from a real estate broker who inquired about the

status of his application. When she e-mailed a detailed response, he said, “Lori Chmura from Middleton Education Institute always said you are wonderful, and you are! Thank you.”

Tim Teague, manager of the Audit Unit, Commercial Services, passed along kudos received by his staff. A real estate broker recognized **Amy Lindner**, staff auditor, after she conducted an audit of the firm’s books and records. He wrote: “I would like to take this opportunity

to thank Amy Lindner for her professionalism and courtesy extended to us during the audit. Her consideration of all parties here, her attentiveness to our conducting business during the audit, along with her willingness to answer questions at the end of the audit was greatly appreciated.”

Another letter, from a cemetery association, was sent regarding **Tyra Tyler**, Commercial Services auditor, Detroit office. The association’s secretary-treasurer wrote: “It has been

my pleasure meeting Auditor Tyra Tyler. She was kind and courteous in providing myself and the Association with information pertaining to perpetual care funds.”

Amy Vallier with the Builder’s Licensing Unit, Commercial Services, received grateful thanks from a residential builder who called the unit to

find out if his license had been issued. Upon being notified that it was, he thanked Amy for her help and patience through the application process.

Rita Burnett, Real Estate Licensing, Commercial Services, was commended by a real estate broker in this way: “Thank you very much to take the time

to discuss licensing procedures with my wife and also to leave me a voice message. Your kindness and cooperation are both refreshing and appreciated.”

Janet McInnis with the Michigan Commission for the Blind’s Flint District Office received this letter from David Conklin, supervisor at the Oakland County Research Library & Library for the Visually and Physically Impaired: “On behalf of the members of the Oakland County Library Board I want to thank you for your help with our Braille Open House.

Your expertise and connections proved invaluable. Please express special thanks to **Taletha Crawley**, **King Nelson**, and **Shawnese Laury-Johnson**. Their contributions to the program were outstanding. The feedback we’ve received on the program has been overwhelmingly positive. I look forward to working with you on future endeavors.”

Rob Stacy, Consultation Education & Training Division, Michigan Occupational Safety and Health Administration (MIOSHA), received this letter from the maintenance supervisor at Gerald R. Ford International Airport, Grand Rapids: “Thank you for speaking at the Gerald R. Ford International Airport

Maintenance Seminar. Your commitment and your professionalism were greatly appreciated. We were very pleased with your delivery of the subject and your overall presentation on MIOSHA Top 25 violations. We hope to do the seminar again in the future and will let you know when we are planning it.”

Cheryl Newton, an unemployment insurance examiner at the Unemployment Insurance Agency’s (UIA) Detroit Remote Initial Claims Center, was praised in a letter to manager **Mary Jo Kaminski**. A caller wrote that she was trying to get some information about TRA (trade

readjustment allowances) when she reached Cheryl. “I would like you to commend her on her customer service skills, and her empowerment to go above and beyond at the work place ... If I were an employer, I would definitely want to hire more people like Ms. Newton.”

An unemployed worker cited the staff at UIA’s Livonia Problem Resolution Office (PRO) in a recent letter to **John Palmer**, who directs the agency’s PROs. “Your office staff on 8 Mile was obliging, checking on my claim, correcting some problems and straightening me out in less than

an hour. I could not have asked for better service. I commend you on your staff, both in their dedication to the task at hand and their people skills. After the first few minutes, I knew without a doubt that they would get to the bottom of my claim, no matter what that took.”

Care Package Drive for Our Deployed Troops and Wounded at Walter Reed

October 25 to November 19, 2004

DLEG/Internal Audit & Monitoring is expanding its holiday care package drive held last year by inviting fellow DLEG employees from all agencies and bureaus to participate in this year's project.

We are collecting items to send to our troops overseas as well as to our wounded being treated at Walter Reed Army Medical Center. Donations of items and money (to cover postage and to purchase needed items for those employees who prefer not to shop themselves) will be accepted beginning October 25, 2004. The main collection site will be the Ottawa Building, 4th Floor, in Lansing. However, arrangements can be made to pick up items at other locations. Please contact Julie Chrysler at (517) 373-6370 for more information and/or to arrange a time.

Below is a list of needed/frequently requested items:

Deployed Troops:

- AA batteries
- Flavored coffee (instant)
- Granola bars
- Beef jerky
- Disposable cameras
- Baby wipes
- Twin sheets and/or pillowcases
- Fleece blankets
- Snacks (healthy) and gum
- Black socks (calf length)
- Magazines
- Foot powder

Wounded at Walter Reed:

- T-shirts (any kind)
- Gym shorts (more L than XL)
- Snap pants
- Boxer briefs
- Socks
- Pajamas and/or robes
- Shower shoes (flip-flops/slippers)
- Sports bras for women
- Toiletries for men and women
- Razors (preferably not throwaways)
- Weightlifting gloves (for wheelchair users)
- Anything to lift their spirits

Many, many more items have been requested. Please contact Julie Chrysler via e-mail (jachrys@michigan.gov) for a complete list. Questions ... please contact Julie at (517) 373-6370.

Thanks for helping to support our troops!

